# Managed Azure by Macquarie Cloud Services.

Macquarie Cloud Services is the most trusted Cloud Services provider in Australia – with the highest independently verified Net Promoter Score (88) in the country. Macquarie Cloud Services has chosen Microsoft Azure as their sole public cloud offering and is proud to deliver unparalleled Managed Services that will uniquely benefit our customers.

From inception to accreditation Macquarie Cloud Services was the fastest Microsoft Partner within Australia to achieve Azure Expert MSP status. In lead up we managed to secure ISO 27001 certification on Azure specifically & win a global award for Managed Services innovation. We have the upmost confidence our services will deliver outstanding value to our customers, be it via transformation and moving 'up the stack', optimisation, architectural oversight, implementation of advanced guardrails & policies, or simply via the promise of uncapped changes on Azure and with all knowledge retained.

We gain early access to roadmaps, funding programmes, and can prioritise & ringfence rare Azure service SKUs in a way that directly benefits our customers.

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Managed Azure
Overview.

Our 18-year relationship with Microsoft has led to Microsoft Expert MSP, Advanced Specialisations and Gold status across multiple focus areas.
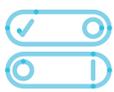
Take control of the cloud

Azure might seem simple, but it is continually changing. With more than 37,000 service options, it suits millions of businesses of varying sizes. Finding the right fit takes valuable time, energy and other resources. How do you know you're getting the absolute most out of Azure's labyrinthine potential? Do you have the people power to make sure you are? That's why we're here to help. With Managed Azure from Macquarie Cloud, you get the benefits of the public cloud with the backing of Australia's most recommended managed cloud provider. Combining best-of-breed technology and highly skilled people, our team is ready to meet your hybrid cloud needs. It's the best of both worlds.

Accelerate your Azure journey

Safe, swift, seamless migration means you won't lose time moving to Azure. And then you'll have 24/7/365 support, with a guaranteed ticket response time of 15 minutes, when questions or issues arise – as well as complete visibility over your billing and account.

You've got bigger things to do than get stuck in the cloud

Our expert, continual oversight of your Azure ecosystem means you won't need to waste your time and resources on upkeep. We'll take care of updates, optimisation, compliance and certification, freeing up you and your team to take care of other vital business.

Local support you can count on

We're right here, not over there. Our team and hosting services are based in Australia, so there's less risk. We've got your back, and we're right around the corner if trouble arises. Speed, reliability, flexibility and security – it all adds up to Azure Managed Services that let you operate at your worry-free best.

Strength in Partnership and Experience.

Macquarie Cloud Services boasts a unique relationship with Microsoft.

To the direct benefit of our customers, our relationship is delivering unprecedented funding and focus from Microsoft that will ensure success of both the project and the evolution of operations well into the future. The Azure platform itself is without doubt the best aligned public cloud for our customers. Importantly, it provides them with the unique ability to re-use SQL licensing (via hybrid use-case benefit) and support legacy Operating Systems. Macquarie then adds our Azure Managed service with 100% uncapped changes & Expert MSP buying power to drastically reduce all other costs; or in many cases eliminate them completely.

The Macquarie Telecom Group will bring our Azure Managed services business together with our Telecom business. We're proposing the introduction of our leading Cloud Services Gateway product with Azure's ExpressRoute services; all managed under the same, proven umbrella from Macquarie. The net result is a cost effective, resilient & high performing augmentation of the current network services architecture provided by Macquarie.

In summary – experience and partnership will deliver an exceptional result for our customers; one that's risk mitigated, cost optimised, innovative & collaborative.

Microsoft Investment

The Azure Migration Program includes prescriptive guidance and tools needed for a path to the cloud from start to finish. Using proven cloud adoption methodologies, tools, resources, and best practices, the Azure Migration Program will enable you to simplify and accelerate your move to the cloud with access to assistance and guidance from Microsoft experts via a Specialised Partner (Macquarie Telecom). Through the program, customers will work hand in hand with Microsoft experts and Macquarie Telecom to receive:

- A methodology based on the proven Microsoft Cloud Adoption Framework for Azure
- In-depth assistance from Azure engineering for design and review of your landing zone, migration planning, and execution
- Cost effective offers including Azure Hybrid Benefit, Extended Security Updates for Windows Server and SQL Server 2008, and partner funding
- New skills with technical courses on Azure fundamentals, training certifications, and advanced role-based courses
- Free Azure migration tools including Azure Migrate to assess and migrate workloads. And free Azure Cost Management to optimize costs

Azure service capability.

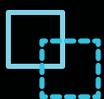| Service Summary	Managed Azure
Service Model	Full support with proactive 24/7 monitoring and support; rebate backed service management, mission critical, complex and dynamic environments.
Team of certified Azure Experts	• Dedicated named team of Azure cloud specialists assigned, including CMND, the tier 3++ service delivery and management team • Shared Hosting Management Centre (HMC) • 24×7×365 service desk
Best Practices Guidance	Regular best practice advice, monitoring, resource analysis and escalation support for customer specific components, as well as reviews based on our experience working with organisations similar yours.
ITIL Service Management	• Event management • Change management • Configuration management • Capacity management • Incident management • Problem management
24/7 Incident Management & Issue Resolution	• Response within mandated response time frames to allocate engineers, triage, analyse and address customer-specific issues • Problem management • Unlimited incident support for platform and customer specific incidents
Moves Adds and Changes	• Assisted deployment and provisioning • Unlimited service hours (within business hours for in-scope services)

Financial Visibility and Control through an analytics platform

- Customisable dashboard for financial visibility
- Charge-back holistic drill down cost visibility across departments, periods and Azure resources
- Curated cost optimisation, performance and security recommendations
- Custom reports for greater insights across nominated filters such as applications, users, projects, etc
- Spend threshold alerting

Solutions based on validated reference architecture

- Infrastructure operations
- OS operations
- Data protection
- Governance
- Identity and access management

Operations are built on foundational principles of security, performance, efficiency and resiliency – incorporating automation, customisable runbooks and repeatable policies.

Monitoring and Alerting 24/7

Secure integration of low-level events and alerts into event management systems – 'advanced/custom alerts'.

Central Logging

Custom queries and on-demand log exports.

Service Reporting

CIO report on inventory, incidents, service requests, orders, alerts triggered, plus online reporting on governance breaches, security misconfigurations and activity logs.

Service Optimisation

Regular strategic review covering:

- Optimisation of environments across security, performance, efficiency and resilience
- Project management and activity reviews
- Activity reviews

Service Metrics

Comprehensive

- Assistance for critical issues within 15 minutes of request – guaranteed
- Provisioning targets
- Resolution targets

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